

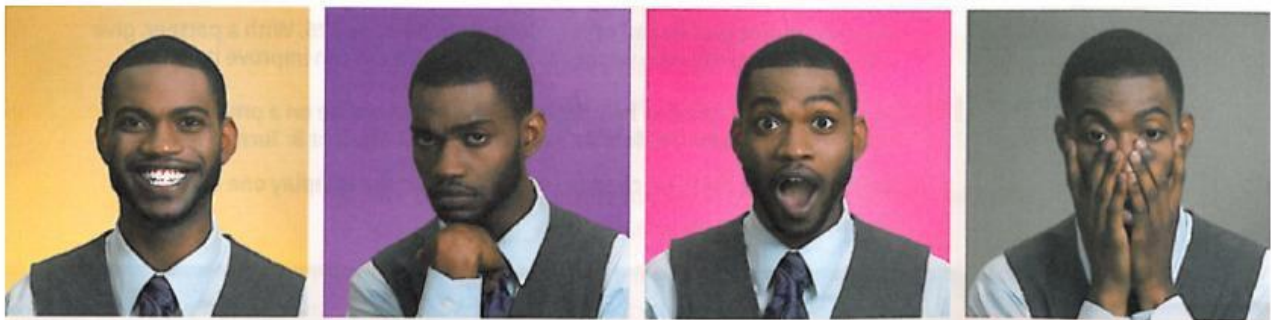
Building rapport

- 1A** Read the definition of building rapport. Discuss how you can build rapport with someone you meet for the first time.

Building rapport is about developing a shared understanding with another person or group of people that facilitates and improves communication.

- B** In small groups, think of two examples of spoken and non-verbal (body language) techniques for building rapport with new colleagues or students in your class.

spoken: asking questions, non-verbal: lean forward slightly (if sitting)



- 2**  1.3.1 Watch the video as Daniel and Alex prepare for the graduate trainees' induction meeting and answer the questions.

- 1 How does Daniel describe Beata?
- 2 What is Jessica looking for in an employee?
- 3 What do we learn about Alex?
- 4 What does Alex do to try to build rapport with Beata?

3A In small groups, discuss which is the best approach (Option A or B) for Beata to take as she meets members of the team for the first time. As a class, decide which video to watch first.

Option A – Beata tries to build rapport by listening to her new colleagues.

Option B – Beata tries to build rapport by demonstrating her knowledge of the product and the company.

B Watch the videos in the sequence the class has decided and answer the same questions for each video.

1 How does Beata try to build rapport with Alex/Jessica?

2 Is she successful? Why / Why not?

3 What will be the long-term effect of this?

6 Reflect on how you build rapport when you meet someone for the first time. Then work in pairs and discuss these questions.

- 1 Which of the verbal techniques mentioned in Exercise 1B do you use in your language?
- 2 Which of the non-verbal techniques do you use?
- 3 Which of the techniques you have seen would you like to learn or start using? Which do you consider especially useful?

Asking questions to build rapport

7A Complete this extract from the conversation between Alex and Beata using the phrases in the box.

do you know how long what did you (x 2) when were where exactly

Alex: I hear you lived in Tokyo. ¹_____ did you live?

Beata: Suidobashi. ²_____ it?

Alex: Ah, yes, near the baseball park. I lived there myself for a while. Loved it.
³_____ were you in Japan for?

Beata: Five years. ⁴_____ you in Tokyo?

Alex: 2013 to 2015. About eighteen months.

Beata: ⁵_____ do there?

Alex: Teaching English, mainly.

Beata: Teaching. Interesting. ⁶_____ like best about it?

Alex: Mainly the food!

B Match a question from Exercise 7A to each category, to ask about:

a duration b likes c location d timing e purpose

C Match the questions to the categories in Exercise 7B.

- | | |
|---------------------------------|--|
| 1 Which places did you visit? | 5 What were you doing there? |
| 2 What did you like about it? | 6 Did you stay long? |
| 3 How long did you stay? | 7 What did you and your partner do while you were there? |
| 4 So when did you go to Berlin? | |

Asking questions to build rapport

1 Put the words in the correct order to make follow-up questions.

A: I hear you speak fluent English. Where did you learn it?

B: My parents worked in the UK. We lived in a town called Abingdon. ¹ _____ ?
(it / you / do / know)

A: Yes, I do actually. I studied near there for two years at the European School.

B: Really? Me too. ² _____ ? (in / Abingdon / how / for / long / were / you)

A: Three years. From 2012 to 2014. ³ _____ ? (stay / long / how / you / did)

B: From 2008 to 2012. My mother worked in Oxford.

A: My father worked there, too. ⁴ _____ ? (live / exactly / where / you / did)

B: We lived in a small village called Burcot. Then we moved to London.

A: That's interesting. ⁵ _____ ? (there / do / what / you / did)

B: I went to university. Did you like England? ⁶ _____ ?
(visit / which / you / places / did)

A: London, Bath and parts of Scotland.

B: ⁷ _____ ? (it / what / about / you / did / like)

A: I loved everything – the green hills, the grand buildings and all my friends!

B: Me, too. I miss it now!